

19/20

 McLean Care® Annual Report



**Responding
to a year of
unprecedented
challenges**

**We're a trusted
organisation
with a proud
history and
a very bright
future.**

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Powerfully rising to the challenge

There is a drive to move McLean Care forward regardless of what challenges are happening around us.

It has again been personally rewarding and a great privilege to Chair the McLean Care Board of Directors over the past twelve months. Entering into my third term as Chair of this great organisation, I am still struck with awe of the resilience and strength that we have to continue to grow and meet challenges head on. From years of drought, recent fires and now COVID-19, the Board and I are proud of McLean Care's achievements as a leading provider of aged care services.

COVID-19 has certainly impacted all our lives, testing individuals and organisations. McLean Care has powerfully risen to the challenges and collectively worked tirelessly to ensure that those in our care remain protected, safe and happy. This has come at a huge cost to our organisation, as well as personal sacrifice and dedication from all those involved. We have seen a strengthening of systems and procedures which has also meant that those under our care have also had to endure these changes. I hope that there will be an end to these restrictions soon with the development of a vaccine.

With all the challenges over the past 12-months, McLean Care continues to be governed effectively, ensuring that our mission and purpose is always upheld and our vision of person centred care is delivered in all that we do. Our strategic focus and plan has also moved forward, a sign of great personal focus and dedication from McLean Care's CEO, Sue Thomson; and, the Executive Leadership Team. There is a drive to move McLean Care forward regardless of the endless challenges around us.

The Board continues to deliver on excellence in Governance and Risk Management, as well as Board development, ensuring that we have the right skills, expertise and experience to enable us to have the resources to see McLean Care into the future. During the past 12-months one of our respected Directors, Fiona Evans, resigned. I would like to thank Fiona for the valuable contributions she has made to the Board of McLean Care and wish her the very best for the future. The Board is now actively pursuing the recruitment of new Directors with a focus on strong finance, governance and clinical governance skills.

2021 and beyond will certainly be a time of continued change and growth as innovation takes centre stage. Strategically there are very exciting and innovative projects that we continue to work on and develop, including consolidation as we work towards successfully integrating new facilities coming under our custodianship. In March 2020 we welcomed McLean Care Yallambee at Millmerran to the McLean Care Family.

We continue to engage with the communities we serve. Although COVID-19 has seen a change in format in how we can engage with our communities, we are devoted to ensuring we hear your voices on how we can serve and shape our services and delivery outcomes in the future.

On behalf of the Board, I would like to take this opportunity to thank our McLean Care team members. We recognise the effort; the commitment; the proactive, 'out of the box' thinking; and, the collaborative attitude that drives our organisation towards our common goals. We have seen a renewed energy and commitment from the entire McLean Care Team. We recognise your dedication, not only to McLean Care, but the whole aged care industry. It has been an absolute pleasure working with the McLean Care Team.

I would also like to thank my fellow directors of McLean Care. With the Board's diverse skill sets; experience; compassion and commitment, brought together by the Board's passion for aged care and the success of McLean Care, I believe we are well prepared for the challenges ahead and I look forward to continuing to serve our communities in the future.



A handwritten signature in black ink, appearing to read 'M. Meszaros', written over a light-colored background.

Manuel Meszaros
Chair, McLean Care Ltd



OUR MISSION IS TO BE "GUIDED AND INSPIRED BY OUR COMMUNITY TO FOCUS ON YOU" AND OUR CORE REASON FOR BEING IS TO PROVIDE SOLUTIONS TO THE CHALLENGE OF THE AGEING JOURNEY.

Yallambee, Millmerran

A Testament to Resilience

Responding to a year of unprecedented challenges.

The unprecedented events of 2019 / 2020 have touched countless individuals and families across the rural and remote communities that are McLean Care's service heartland. Yet despite the undeniable challenges of the last 12-months, it has been heartening to witness how communities have rallied together, and how our staff have responded under pressure – pulling together as a team, never losing sight of the bigger picture, and many times going above and beyond.

At the heart of everything that we do is an unwavering commitment to delivering quality customer-centre care and services. We are deeply connected to our rural communities; committed to our social purpose of improving the outcomes of older people and improving the outcomes of our communities. These are the communities where we and our families live and work – our heartland.

We remain committed to investing in the future, maintaining and growing services, and ensuring that the ever-changing needs of customers are anticipated and met. The experiences of this year have not only highlighted the importance of our commitment to rural communities, but have also pushed us to continue to innovate and pursue "blue sky thinking" as we adapt to changing global circumstances and emerging opportunities.

Prudent Governance Provides a Solid Foundation for the Future.

As a Leadership Team, we set a course three (3) years ago to enhance our commitment to customer services and employee engagement; and, to strive for excellence in service through responsible organisational stewardship. An independent financial and business analysis undertaken this year confirmed that overall McLean Care is performing well compared to other regional and rural providers nationally, highlighting the wisdom of these prudent practices.

This strong financial position and robust governance have provided a solid platform from which we can continue to pursue both measured growth and strategic innovation, as reflected in our new strategic plan that will guide our work over the next 12-months and beyond.

This strategy will see McLean Care continue to build community and partnership relationships, as well as forging new ones. As a result of maintaining and building

these relationships over time, McLean Care is now the proud custodian of McLean Care Yallambee – a 60-bed residential aged care facility situated in Millmerran. As at 30 June 2020, McLean Care operates four (4) residential aged care facilities and a growing in-home community care service across our service footprint, enabling us to not only achieve greater economies-of-scale, but also enabling us to deliver an enhanced range of services to older people across the communities we serve.

Trailblazing: McLean Care's continued Pursuit of Award-Winning Innovation.

McLean Care's internationally awarded Hector VR driving simulator for older drivers has gone on to win the prestigious Information Technology in Aged Care (ITAC) "Best Solution That Provides Ongoing Consumer Independence" award at a gala event held in Brisbane in early 2020. We were also honoured to receive "Best Overall Project" against a strong field of finalists from across the country.

As highlighted during the pandemic, for many Australians of all generations, our "new normal" now means increasing interaction with technology in our everyday lives. However, research consistently highlights the disparity of outcomes for older people living in rural and remote locations – who don't have the same level of access to health care or technology services that their urban counterparts do.

In 2019 we were successful in applying for a CHSP Innovation Grant from the Department of Health to conduct a unique trail of a broad range of off-the-shelf smart home technologies with older people living in Inverell, Tamworth and Gunnedah. From the outset, this project was aimed at not only exploring the role of technology in supporting wellness, but also in capturing the unique views and experiences of older people in terms of the functionality and accessibility of different devices and to make this information available for a broader audience who may be considering using these technologies in their own homes.

It was a pleasure to partner with Monash University's Emerging Technologies Research Lab and with Deakin University's CADET Virtual Reality Training and Simulation Research Lab to deliver the Smart Homes for Seniors Project. Already attracting international attention, the project is testament to how an effective industry-

Sue Thomson, CEO McLean Care



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research partnership can work to shed light on areas of emerging opportunity at the intersection of truly person-centred care and the field of assistive technologies. It also cements McLean Care's reputation at the forefront of applied, cutting edge industry-research partnerships.

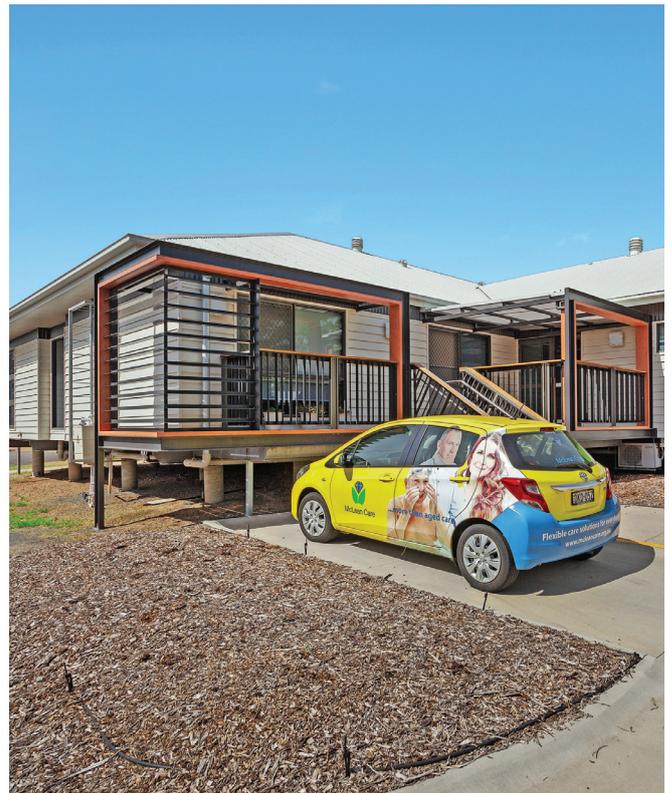
All these wonderful results would not be possible without the hard work of our entire team – the passion and vision shown by the Executive Team, and indeed, each and every staff member and volunteer. As the sector more broadly continues to stare down the stark realities of current and projected workforce shortages, we have continued to invest in developing our human capital to be the best that it can be. We recognise the importance of investing in our staff, retaining great people and building our workforce capabilities.

Our path forward is clear and I look forward to another exciting year ahead. I know that the hard work and planning of the past, combined with our continued focus, team commitment and our dedication to the McLean Care Vision will ensure our continued and sustained success.

McLean Care is a trusted organisation with a proud history, strong reputation and a very bright future.

A handwritten signature in black ink, appearing to read 'S Thomson'.

Sue Thomson
CEO & Company Secretary



Yallambee Independent Living Unit

Quality and Safety

McLean Care is committed to the ongoing improvement of care and experience in all areas for each of our consumers.

Whilst we are proud of our excellent record in delivering quality person-centred consumer directed care and in managing risks, we continue to focus on improvements to ensure that our services are as safe as possible and that we are minimising risks at all times.

McLean Care has a strong commitment to safety and quality. This is reflected in our ongoing approach to:

- Continuously reviewing and improving the performance of our clinical safety and quality systems
- Assisting all staff to monitor the safety and quality of care they deliver
- Creating safe environments and systems of work for all staff and
- Ensuring accountability for the safety and quality of care at all levels of our organisation, reporting through to the McLean Care Ltd Board.

McLean Care has an excellent record in delivering quality care and services and in managing risks; however, we continue to focus on improvements that will keep McLean Care at the forefront of care delivery. We pride ourselves on listening and responding to the needs of our consumers.

We continually evaluate and improve on all aspects of our performance through consumer surveys and formal feedback processes.

McLean Care has a strong commitment to consumer safety and quality and this is reflected in our organisation-wide approach to:

- Reviewing and improving on a continuous basis the performance of our consumer quality and safety systems
- Assisting our healthcare professionals and monitoring the safety and quality of care they provide and
- Ensuring accountability for the safety and quality of care at all levels of our organisation, through to the McLean Care Ltd Board.

McLean Care has developed a comprehensive Clinical Governance Framework based on an integrated approach to clinical risk management and continuous quality improvement. This Framework measures four (4) areas of organisational performance:

1. Clinical Risk Management

(making sure our services are safe and minimising risk of error)

- The McLean Care culture promotes and encourages staff to report incidents, risks and near misses
- The Incident Management Policy outlines the processes for assessing and investigating incidents
- McLean Care's clinical policies are developed in accordance with evidence based best practice and
- Clinical, risk and safety policies are reviewed on a regular basis and updated as required.

2. Clinical Effectiveness

(making sure that the clinical services we provide are effective)

- Quality and Safety Indicators are used to measure and monitor performance
- Quality plans are initiated when significant issues are flagged
- Quality and Safety Indicators are benchmarked nationally
- Serious clinical incidents are reported and investigated
- Quality performance and safety issues are reported to the McLean Care Ltd Board and
- All facilities and areas meet the standards for accreditation.

3. Effective Workforce

(making sure our staff are competent and up-to-date)

- McLean Care has a strict process for checking credentials, resignation and scope of practice for all clinical disciplines
- McLean Care has targeted education and competency requirements in all clinical areas with a particular focus on high risk areas and
- Staff are orientated and updated on quality and risk system.



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4. Consumer Participation

(involving our consumers and carers in their care)

- Consumers participate in our quality improvement activities
- Consumer complaints and feedback processes are managed in a timely way
- Consumer feedback informs strategic and business planning and
- Open disclosure between McLean Care and consumers is actively promoted when things do not go to plan.

Accreditation

Accreditation is an important driver for safety and quality improvement. Through the accreditation process McLean Care has been able to assess its level of performance in relation to established standards and implementation of continuous improvement.

The Aged Care Quality and Safety Commission independently assesses and monitors the performance of service providers against the Standards.

Over the past twelve months, all areas of McLean Care have continued to comply with the Aged Care Quality Standards.



Kath Eady
Manager Clinical Governance;
Quality and Risk



Home and Community Care

Implemented innovative ways to assist customers by making the most of the funds available through their home care package, ensuring the best possible customer outcomes.

This year will be remembered as a significant year for both McLean Care and the wider aged care industry. From the Royal Commission into Aged Care Quality and Safety to COVID 19 we have doubled down on our strategy and invested in solutions that will improve our internal systems and processes to ensure we continue to provide customers with high-quality services within their home.

Inventive ways to support our clients

Our Care Coordinators work consistently to support each individual client's independence, health and wellbeing so that they can love their later life with us. Throughout the year, our team has implemented innovative ways to assist customers by making the most of the funds available through their home care package, ensuring the best possible customer outcomes.

These have included:

- Linking clients with smart home technology that keeps them connected to their families and makes life a little easier with voice activated lights, kettles and robotic vacuums
- Piece of mind pendants that connect to emergency contacts if a client has a fall
- Using ipads and tablets to keep clients connected with loved ones especially during the difficult times presented by Covid19.

Technology

We reviewed our technology to further enhance the use of mobile applications to improve connectivity and communication with our remote workforce. This increased the functionality to allow our workforce to be able to respond more effectively to community changes on the go. We also maximised the use of our technology to support and connect with clients during the Pandemic.

By improving our existing services as we responded to the changing environment we were able to stay connected whilst minimising contact but still able to fulfill needs to satisfy wellbeing.

Dedicated Clinical Care Coordinator

This year saw the introduction of a dedicated Clinical position to the Home and Community team. Kate Campbell is an experienced Registered Nurse joining our team with Homecare, clinical governance and education experience. Kate's role is primarily focussed on the oversight of the provision of care to our clients and she works closely with the care team providing clinical direction and leadership to ensure outcomes for clients are optimised.

Clinical Assessment

As part of improving our provision of care to our clients, we have overhauled our clinical assessments to support improved clinical outcomes. This has allowed the alignment of care provisions and practices with assessment recommendations which in turn are measured to determine effectiveness. This positions our practices more closely with the new aged care standards and allows a closer focus on consumer outcomes.

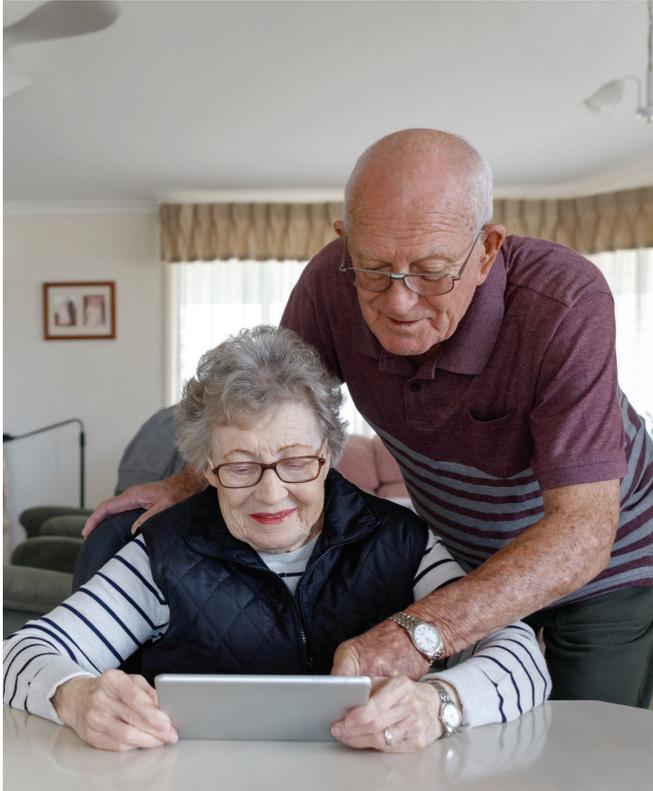
From incorporating a higher level of clinical oversight, we will continue to improve client wellbeing and increase services offering to maximise health outcomes.

Infection control

Improvement of infection control processes has ensured we can respond safely and effectively with the Pandemic. This also provided us with the opportunity to review our current outbreak processes and build on these to ensure we have a more robust response that is aligned with state and federal advice and guidelines.



Rose Wild
Community Manager



WE HAVE DOUBLED
DOWN ON OUR
STRATEGY AND
INVESTED IN
SOLUTIONS SO THAT
WE CAN CONTINUE TO
PROVIDE CUSTOMERS
WITH HIGH-QUALITY
SERVICES WITHIN
THEIR HOME.



Residential Care

Opportunities and challenges emerge as the aged care sector moves forward on the journey towards a more consumer-focused system.

Killean, Inverell NSW

This year our Killean residential facility in Inverell has tapped into the digital vibe. The move and grove programme and the installation of smart clocks ensures every resident is able to experience the best day possible.

Killean residents have ventured out into the garden; and, with the introduction of chickens have a ready supply of eggs. Our residents have found this "hands-on" activity most rewarding.

With the introduction of memorial services and the re-generation of the Killean Memorial Garden we are honouring the life experience of our wonderful residents and expressing our gratitude for sharing a small part of their journey.

Kolora, Guyra NSW

The Guyra community has benefited from our proactive innovations to provide quality residential aged care. With increased occupancy and improved utilisation of the purpose built facility, the happy, healthy residents at Kolora are thriving and now enjoy armchair travel; mind, music and movement programmes; art classes and gardening projects.

The Management and staff at Kolora are recognised throughout Guyra township and surrounding districts as a leader in service design and delivery. McLean Care has supported many local activities and sporting events including the annual golf competition. Kolora has received a donation of Totem Poles from a local artist; and in partnership with a local school is bridging the generation gap and bringing joy to the residents with school children making friendship bracelets and writing letters.

CWA House, Oakey QLD

As with all our facilities, CWA House is at the centre of a prosperous and dedicated community. CWA House gives back to their community by not only providing the best quality care to the residents but also by supporting many local ventures.

McLean Care participated in the Wellness Expo; the Rose Bowl challenge and donated time and energy to other local events, all whilst providing our trademark quality care to our residents.

As well as ensuring the wellbeing, spiritual health and happiness of our residents, on the business side of the equation CWA House benefited from the installation of a new phone and communication system.

Yallambee, Millmerran QLD

In March 2020 we welcomed McLean Care Yallambee to the McLean Care Family. This well-appointed facility located in Millmerran, QLD, now has a new Facility Manager with innovative ideas and a strong commitment to her team as well as the local community. Ensuring the best quality care is provided to the residents, supported by the launch of new gym programmes; revitalised leisure and lifestyle activities and the re-introduction of allied health services, enables the dedicated staff at Yallambee to ensure each resident has their best day, every day.

At McLean Care residential we offer state-of-the-art facilities, lifestyle and wellness opportunities and innovative technologies. McLean Care is adaptive. We strive for responsive care to enhance the lives of our residents and this is why McLean Care is highly respected as a quality aged care provider.



Sarah Wade
General Manager
Residential Services



AS A HIGHLY RESPECTED
QUALITY AGED CARE
PROVIDER, WE STRIVE
FOR RESPONSIVE CARE
TO ENHANCE THE LIVES
OF OUR RESIDENTS.



Embracing More Technology

Technology is paving the way for new innovative solutions to help further humanise service provision, deliver business efficiencies and offer a framework to maintain and support human dignity as we age.

Smart Home Project

Well, that is exactly what a group of 24 households of older people in Inverell, Tamworth and Gunnedah got to do this year as part of McLean Care's Smart Homes for Seniors Project.

Funded through a CHSP Innovation Grant from the Department of Health, McLean Care partnered with teams from Monash University's Emerging Technologies Research Lab and Deakin University's CADET Virtual Reality Training and Simulation Research Lab to deliver the Project over a 6-month period.

From the outset, the Project was aimed at not only exploring the role of technology in supporting wellness, but also in capturing the unique views and experiences of older people themselves in terms of the functionality and accessibility of different "Smart Home" devices. These devices ranged from Google home assistants (with and without screens) to smart speakers, smart lights, robotic vacuum cleaners and weather stations. In some cases, the devices were set up in particular configurations, such as a warning light on the cupboard to remind people to take their medication. The results of the Project, including user reviews of each of the trialled devices can be found at www.intelligenthomessolutions.com.au

Participants reported a range of positive benefits from taking part; and, more than half elected to keep the technologies following the trial period.

Already attracting international interest, this Project demonstrated that in these changing times, with our global population rapidly ageing, and with exponential growth in the types of technology available, it is a natural progression for older people to become involved in their use. In this Project, participants have not only trialled the technology and provided useful feedback, but, in many cases, they have successfully integrated it into their everyday lives.

"I thoroughly enjoyed the experience of using new technology and learning how to adapt it to my living circumstances" - Project Participant.

Internet Connection Improvements

We know our residents are more digitally connected than ever before. They love to connect with friends and family using social media and video calls with their grand kids, sharing experiences through the digital world. It is also an increasingly important platform for news and information.

To support our residents and reduce the load on our main internet connections, all of our facilities now have a dedicated internet connection for residents so that downloads are faster and each resident can connect to the internet in a secure manner.

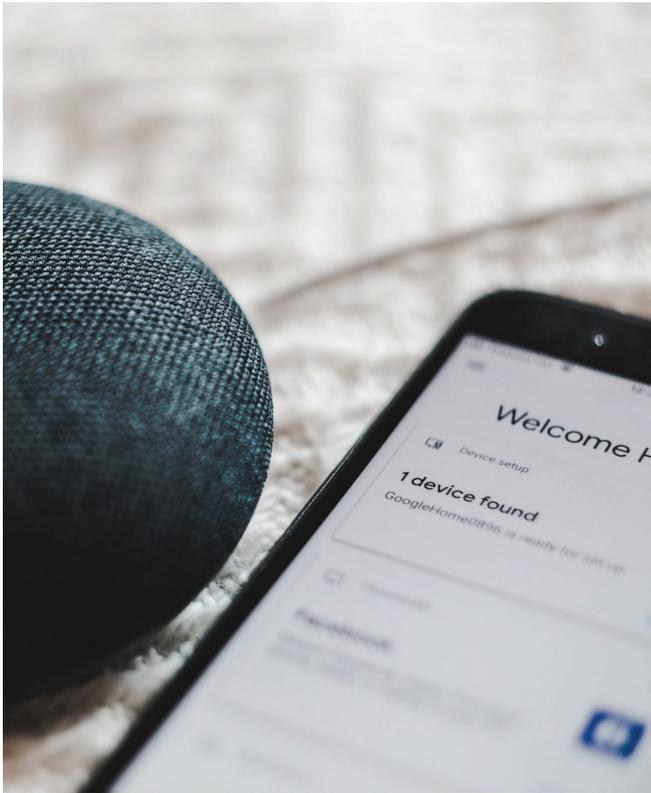
The Essential Eight – Upgrading Our Cyber Security Systems

Information security is an important issue and a growing concern in this digital age. We know that lack of information security can lead to the integrity of information being compromised. While no single mitigation strategy is guaranteed to prevent cyber security incidents within our organisation, we are always looking to best practice to protect and maintain the security of our systems and the data we hold.

This year we focused on aligning with even more principals of the essential eight that includes having dedicated systems to updating and securing all systems across our organisation. This is particularly important as McLean Care continues to grow the number of devices and systems connected to our network becomes more wide-spread.

Yallambee Transition

In February 2020 we finalised the transition of Yallambee Residential Care in Millmerran, QLD, into our McLean Care family. This included the preparation for the integration and introduction of our McLean Care systems to Yallambee staff; along with the introduction of our biometric fingerprint scanners, rostering systems and other technology enhancements that allows us to provide the most efficient and effective way to deliver quality aged care services.



OUR RESIDENTS ARE MORE DIGITALLY CONNECTED THAN EVER BEFORE. THEY LOVE TO CONNECT WITH FRIENDS AND FAMILY USING SOCIAL MEDIA AND VIDEO CALL WITH THEIR GRAND KIDS.

COVID-19

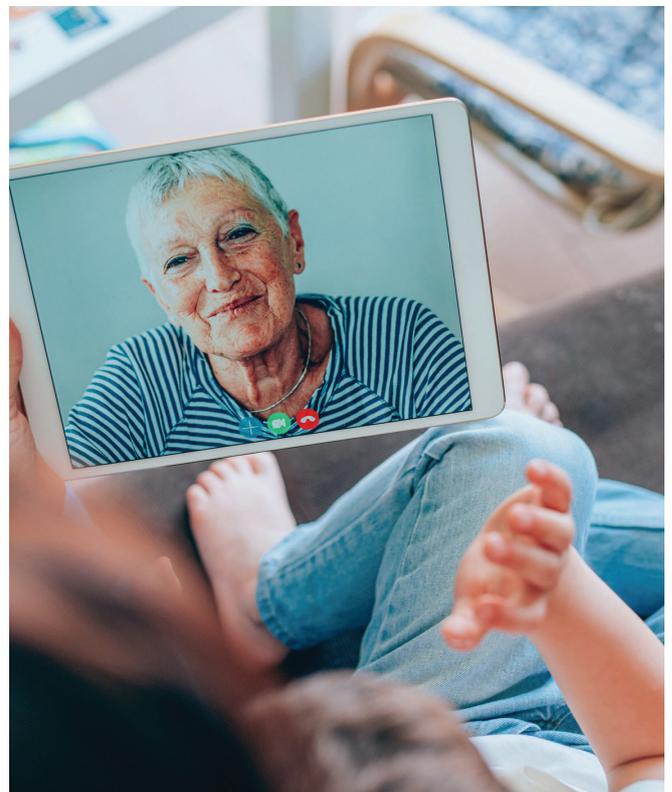
The COVID-19 Pandemic has had an enormous impact on how we all communicate, especially in the aged care environment.

Due to the implementation of social distancing and restricted facility access we had to re-design our communication strategies into virtual engagements with residents, families and staff, replacing the more familiar face-to-face experience.

This includes digital signage at all locations to communicate to our visitors as well as video conferencing, presentations and preparation for virtual forums.



Nikole Fletcher
IT & Communications Manager



Human Resources

We continue to invest in our staff, building our workforce capabilities by attracting and retaining skilled people.

In 2019/2020 McLean Care’s Human Resources department introduced the following enhancements:

- A digital, systematic recruitment system
- Improved security and storage of files
- State legislations and compliances regarding care plans, licence certifications
- Finalisation of long service leave automation through the Finance system
- A seamless Payroll system with the Finance system
- The transfer paper-based employee files to electronic
- Integrated Workers Compensation case files and
- Better performance and appraisal recognition.

The Human Resources department also achieved the following throughout the 2019 / 2020 financial year:

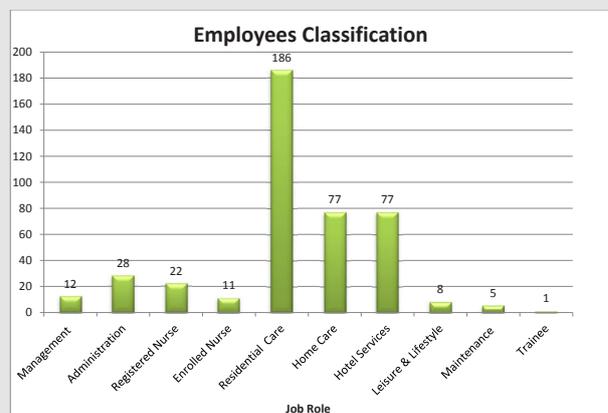
- Due Diligence and preparation of all employee information for McLean Care Yallambee
- On boarding and Induction for all McLean Care Yallambee employees
- Due Diligence and preparation of all employee information for McLean Care Mackellar
- Voice Survey to check in with employees wellbeing and
- Improved support services for staff and customers.



Krista Smidt
Human Resource Manager

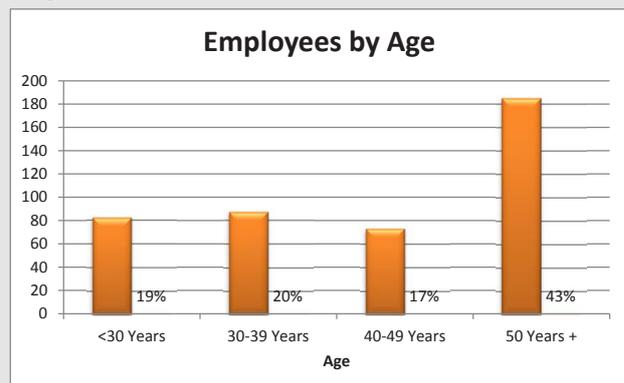
Employee Classification

With the custodianship of McLean Care Yallambee, our employee numbers increased overall, however the employee classification did not vary greatly from the previous financial year. Please refer to the graph below.



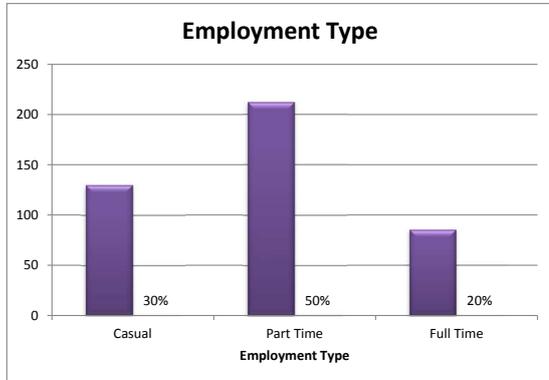
Employees By Age

The following graph shows the breakdown of employees by age, indicating, as in previous years, a large proportion of McLean Care’s workforce is over 50 years of age.



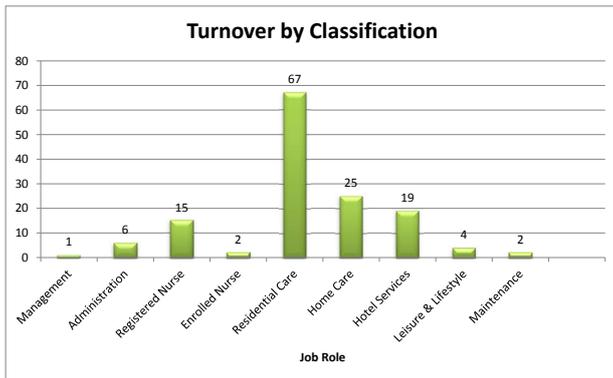
Employee Type

The graph on employee type indicates that the majority of McLean Care employees are part-time employees. With the implementation of new master rosters at several facilities, there has been an increase in the number of part-time positions. During this process many casual employees transferred to part-time roles.



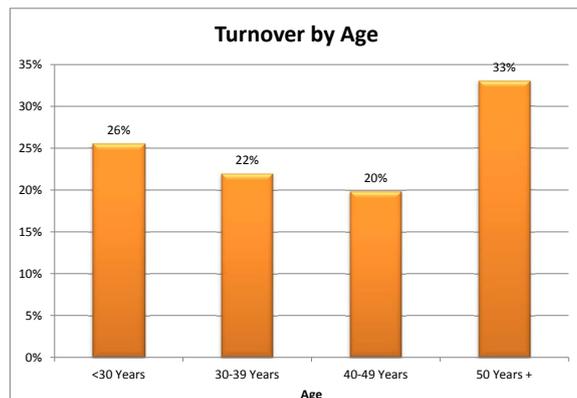
Turnover By Classification

At McLean Care, Carers make up the highest number of staff employed. The following graph shows staff turnover by classification. Most significant is the improvement in the retention of Registered Nursing staff over the last financial year.



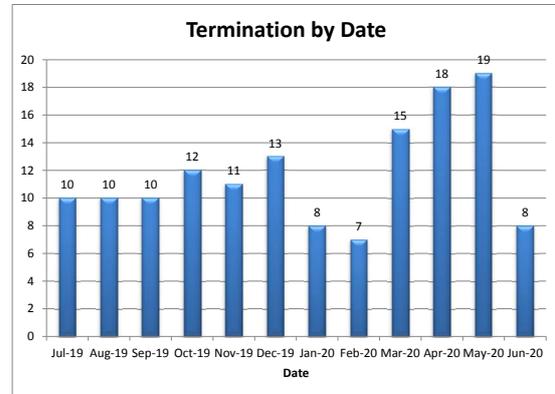
Turnover By Age

Staff retention is vital for the sustainability of McLean Care. Retaining a younger workforce is vital to maintaining a strong and sustainable McLean Care workforce – the following graph supports the shift in the last financial year with an improvement in retaining our employees and 30 years and under.



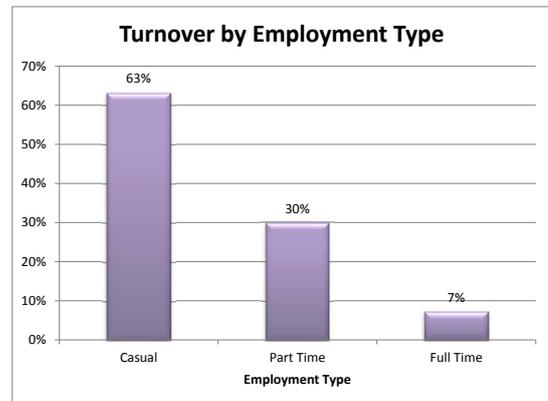
Termination By Date

The highest turnover of employees occurred during April and May which aligns with the initial impacts of COVID-19 as shown on the following graph below.



Turnover By Employment Type

Again, COVID-19 has increased the results shown in the following graph as a number of McLean Care's casual employees also held other casual positions with other organisations. The COVID-19 restrictions imposed on employee movements between positions at other organisations resulted in the higher than normal turnover figures. Also, as many university students had to return home as a result of COVID-19, they could not maintain their casual role. Other factors impacting staff turnover include resignations due to new employment or relocation.



COVID-19 Pandemic

McLean Care placed the utmost priority and directed considerable resources to responding to this pandemic.

As identified by the Honourable Tony Pagone, QC and Ms Lynelle Briggs, AO, The Royal Commissioners who have been appointed to the Royal Commission into Aged Care Quality and Safety, never before has the Aged Care sector in Australia faced a challenge like COVID-19.

Since the early months following identification of the coronavirus and the first steps taken by the Commonwealth Government in January 2020, McLean Care placed the utmost priority and directed considerable resources to responding to this pandemic. We acknowledge that the past 6-months have been difficult for everyone - for our residents and clients; for their families and loved ones; and, for our staff and our communities.

Our number one priority is safeguarding our residents by ensuring that all our staff are trained in Infection Prevention and Control. Vital to achieving this is our ability in securing and maintaining appropriate levels of resources, including personal protective equipment (PPE) and working closely with various levels of Government (Commonwealth, State and Local); health services and General Practitioners.

The pandemic presented us with frequently changing situations, where we have had to respond to rapidly changing advice from Governments or Health Departments. This has, at times, involved the need to reduce access into our facilities. Whilst we have endeavoured to remain in constant communication with our residents and their families to mitigate the impacts during these periods and increased both our technology to support "virtual" communications and provided increasing staffing, we do recognise the impacts that this has had on our residents, clients and their loved ones. We acknowledge their commitment to working with us to continue to achieve high quality care in safe environments for all our valued residents and clients.

We also recognise the contributions and hard work of our staff in their continued commitment and dedication to their work in these challenging times.

NEVER BEFORE HAS
THE AGED CARE
SECTOR IN AUSTRALIA
FACED A CHALLENGE
LIKE COVID-19
WITH FREQUENTLY
CHANGING
SITUATIONS.



Kath Eady
Manager of Clinical Governance,
Quality & Risk



*McLean Care is a proud not-for-profit provider supporting older people in **regional communities** for over 65 years.*

*From humble beginnings as a convalescent home in Inverell in the New England region of NSW, our service footprint has now **expanded to some 185,000 km²** (an area three times the size of Tasmania)!*



Our Board of Directors



Manuel Meszaros
Chairperson



Debora Jackson
Vice Chairperson



Reverend Jean Bell
Director



Bruce Peasley
Director



Colin Swanbrough
Director



Fiona Evans
Director

Our Executive Leadership Team



Sue Thomson
CEO & Company Secretary



Rose Wild
Community Manager



Sarah Wade
General Manager
Residential Services



Nikole Fletcher
IT & Communications Manager



Tracie Beveridge
Commercial Manager



Kath Eady
Manager of Clinical
Governance, Quality & Risk

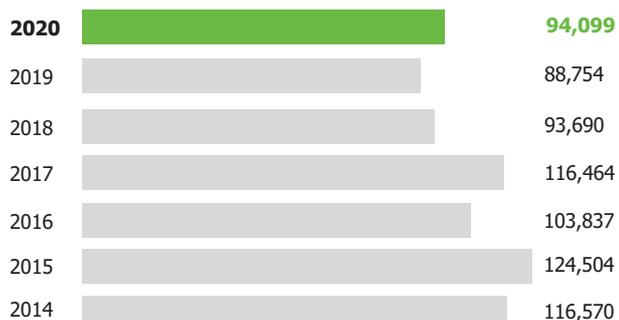


Krista Smidt
Human Resources Manager

2020 Highlights

Total Number of Visits to our clients

94k+



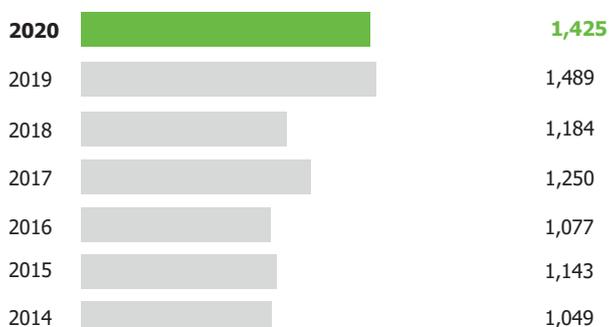
Km's Travelled Delivering Care in our region

146,000km+



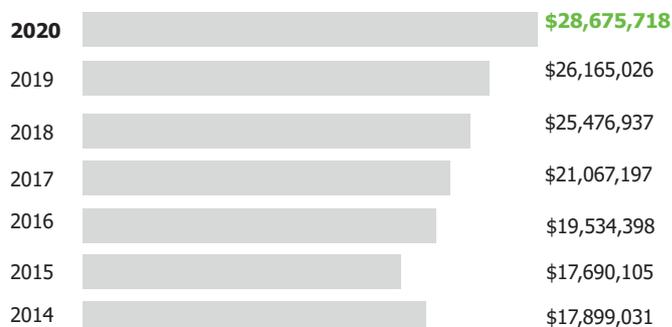
Residents & Clients who have received our care

1400+



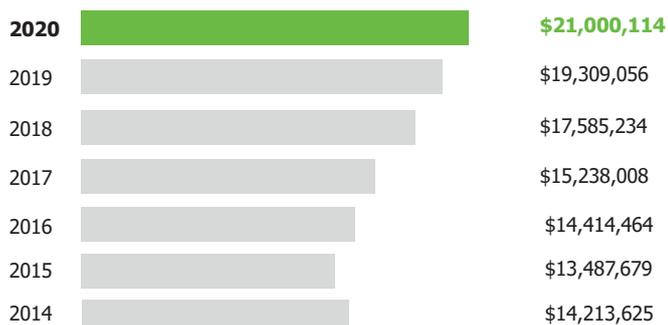
Revenue from operations

\$28mil+



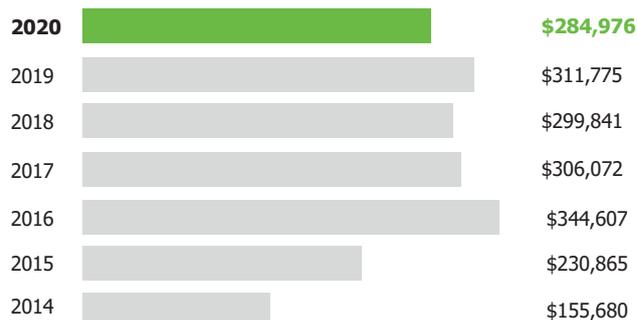
Remuneration to staff members

\$21mil+



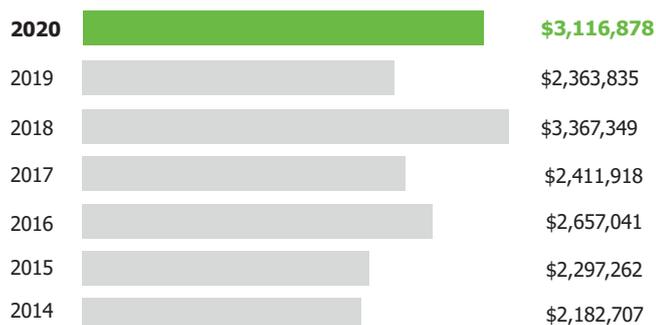
Training delivering the best care

\$300k+



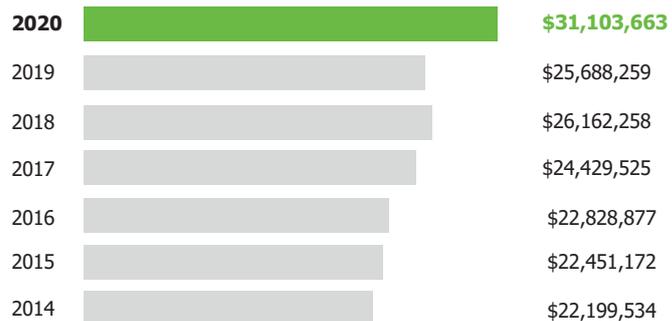
Business Using local services & industry in our region

\$3mil+



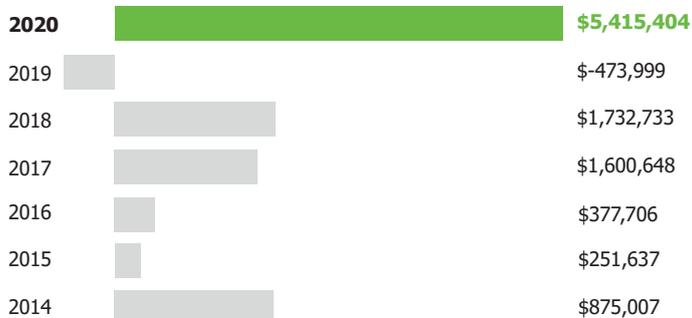
Net Assets buildings & equipment

\$31mil+



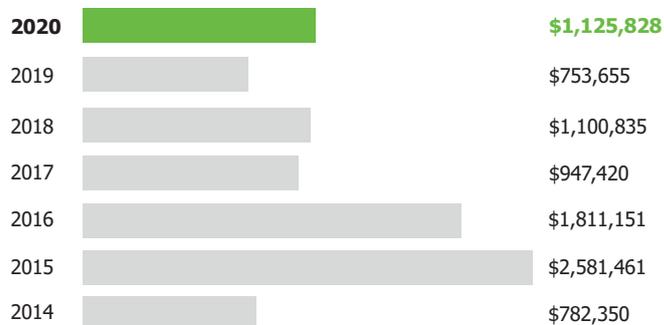
Total Surplus

\$5mil+



Capital Reinvestment

\$1.1mil+



McLean Care Ltd acknowledges the traditional custodians of country throughout Australia, their diversity, histories and knowledge and their continuing connections to land and community. We pay our respect to all Aboriginal and Torres Strait Islander people and their cultures, and to elders of past, present and future generations. McLean Care practice framework is based on the strength of bringing community, family, relationships and culture together. We acknowledge Aboriginal and Torres Strait Islander people's contribution to shaping our practice framework thinking.

19/20

Annual Report



McLean Care®

Enriching experiences beyond all boundaries

www.mcleancare.org.au